

BACKGROUND

- Heterogeneity in perceptions towards quality initiatives.
- Several Flemish hospitals leave hospital-wide accreditation.
- Questions are raised on how to incorporate quality sustainably into the daily workflow of healthcare professionals.

AIMS

- 1) To identify drivers for a sustainable quality management system in hospitals.
- 2) To incorporate them into a new, unique framework and roadmap.

DESIGN AND METHODS

Multi-method design guided by Jabareen's eight-phase approach to develop a conceptual framework (1)

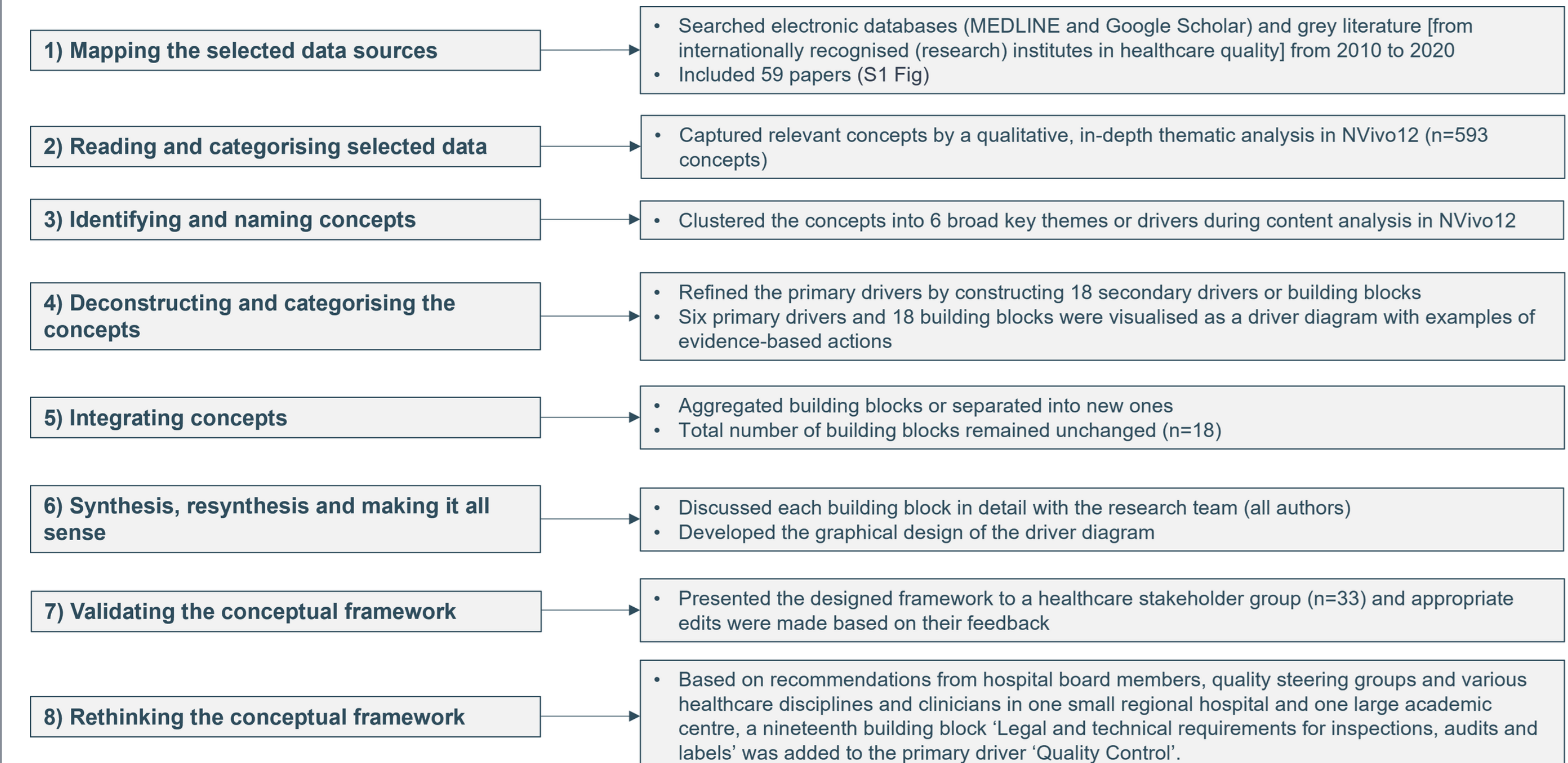


FIGURE 1 Eight-phase framework development approach

RESULTS



CO-CREATION ROADMAP

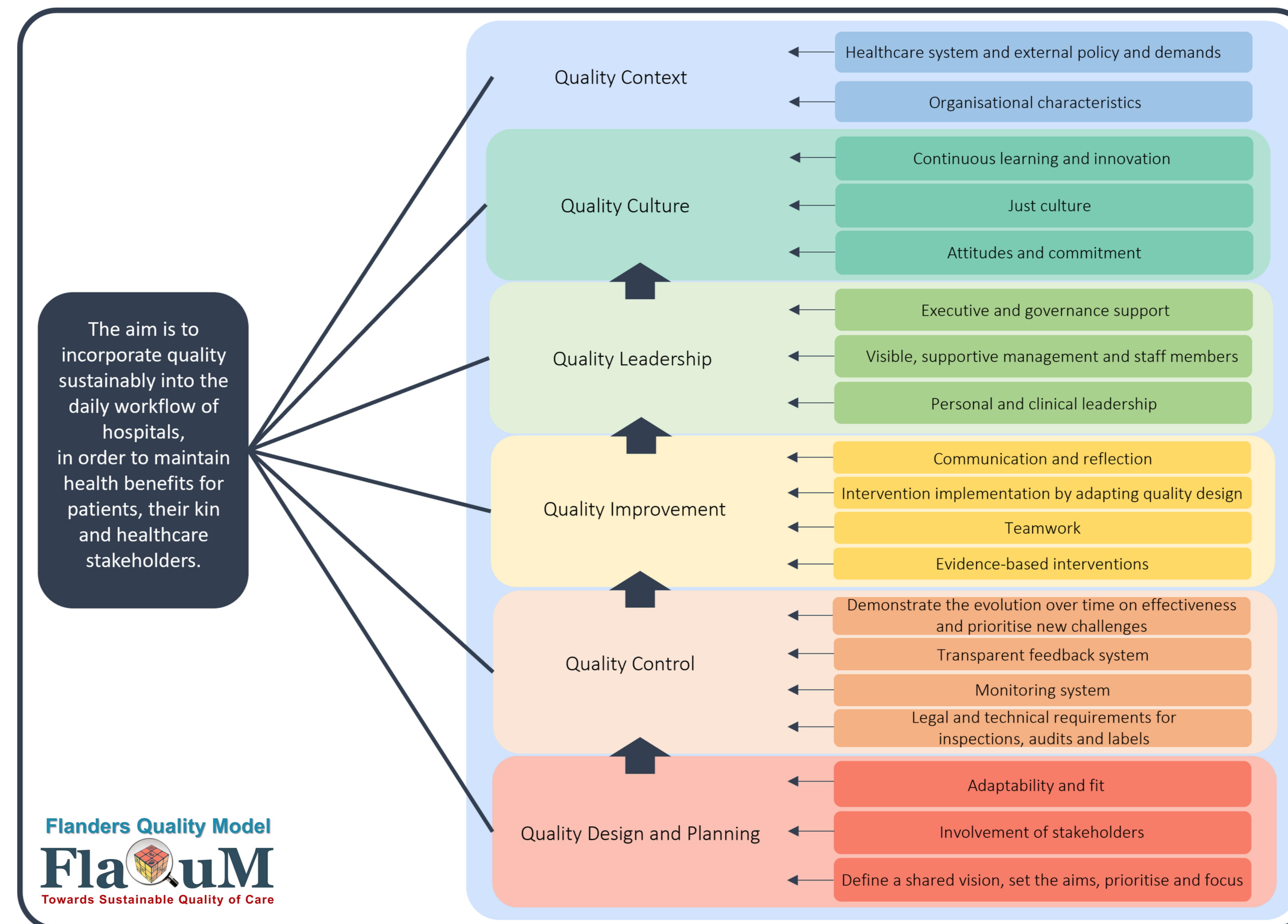


FIGURE 2 Integrated Co-Creation Roadmap Towards Sustainable Quality of Care

KEY LEARNING POINTS

- **Flanders Quality Model (FlaQuM)** is a new, unique co-creation roadmap towards sustainable quality of care that will guide researchers, policymakers, hospital managers and clinicians in the sustainability landscape.
- Clinical and managerial relevance is ensured by including **feedback from multidisciplinary healthcare stakeholders**, including clinicians, managers, policy makers and patient representatives.
- By focusing on **co-creating quality with the patient, kin and all relevant stakeholders**, we aim to regain commitment, ownership and engagement to healthcare quality.

FUTURE RESEARCH

- **Mixed-method studies** to further refine and validate the roadmap and to examine the accuracy, applicability, transferability and impact on sustainability.
- **Pilot projects in 19 Flemish hospitals** to implement the roadmap and to relate sustainable outcomes such as benefits for patients, their kin and healthcare professionals.

